

ARIZONA@WORK Job Center Vision for One Stop Delivery System Policy

02-2016	ARIZONA@WORK Job Center Vision for One Stop Delivery System
ISSUING AGENCY:	State Workforce Development Board
SCOPE:	State Workforce Development Board, Arizona Department of Economic Security, Arizona Department of Education, Arizona Commerce Authority/Office of Economic Opportunity, Local Workforce Development Boards, Local Workforce Administrative Entities, One-Stop Operators, and Workforce System Stakeholders
REFERENCES:	Title I of the Workforce Innovation and Opportunity Act (WIOA) of 2014, (Pub. L. 113-128); WIOA Final Regulations, 20 CFR Part 678 Description of the One-Stop System Under Title I of the WIOA; 2 CFR 200, Uniform Guidance for Federal Financial Assistance, as applicable.
EFFECTIVE DATE:	February 16, 2017
OBJECTIVE:	This policy provides local workforce development boards and other workforce system partners with instruction and guidance regarding the administration of ARIZONA@WORK Job Center Service Delivery system. Note: The term one-stop delivery system is used interchangeably with ARIZONA@WORK Job Center service delivery system.
TABLE OF CONTENTS:	<ul style="list-style-type: none"> I. Definitions II. Vision for One-Stop Delivery System
I. DEFINITIONS:	<p>The One-Stop Delivery System brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance. One-stop partners administer separately funded programs as a set of integrated streamlined services to job seeker and employer customers. (20 CFR 678.300)</p> <p>In Arizona, American Job Centers, also referred to as the one-stop delivery system, are known as ARIZONA@WORK Job Centers.</p> <p>In Arizona, the State Workforce Development Board is called the Workforce Arizona Council (WAC).</p> <p>In Arizona, the State Administrative Entity is the Arizona Department of Economic Security for WIOA Title I, III, and IV funds and the Arizona Department of Education for WIOA Title II funds.</p>
II. Vision for ARIZONA@WORK Job Centers Service Delivery System:	The Workforce Arizona Council (WAC) envisions a job-driven public workforce development system in Arizona that focuses equally on the employment needs of job seekers and employers' needs for skilled labor with industry-recognized credentials to meet their current and future demand for labor. To fulfill

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its vision, the WAC will focus on developing the following characteristics throughout the system, including measuring the degree to which the local and regional workforce areas successfully offer activities that result in the growth of these characteristics.

- **Extensive Knowledge of Local Economy:** Local Workforce Development Boards and ARIZONA@WORK Job Centers have extensive knowledge about the local and regional economy they serve and use labor market, economic, and employer data to inform decision-making about how to maximize the impact of the public workforce system on the local and regional economy.
- **Business Engagement:** Local Workforce Development Board's and ARIZONA@WORK Job Centers efforts to engage business partners are robust and comprehensive. Business Services representatives in the local areas are trained and certified by the Arizona Commerce Authority/Office of Economic Opportunity, and possess the knowledge, expertise and capacity to design and deploy custom workforce solutions for employers in their areas.
- **Sector Partnerships:** Local Workforce Development Boards and ARIZONA@WORK Job Centers convene and/or participate in one or more sector partnerships that are rooted in economic and labor market data analysis and driven by industry.
- **Work-Based Learning Opportunities:** Local Workforce Development Boards and ARIZONA@WORK Job Centers collaborate with employers to increase the availability of work-based learning opportunities such as on-the-job training, work experiences, pre-apprenticeships, and Registered Apprenticeship as training paths to employment.
- **Job Seekers Trained for In-Demand Jobs:** Local Workforce Development Boards and ARIZONA@WORK Job Centers focus education and training efforts on equipping job seekers and workers with skills and credentials directly connected to job placements along career pathways in high-growth/high-wage industries to the greatest extent possible.
- **Industry-recognized Credentials:** Local Workforce Development Boards and ARIZONA@WORK Job Centers increase the number of participants who attain personal, portable, industry-recognized credentials.
- **Career Pathways:** Local Workforce Development Boards and ARIZONA@WORK Job Centers perpetually work to create new career pathways and promote existing employer-validated career pathways.
- **Access to Services:** Local Workforce Development Boards and ARIZONA@WORK Job Centers ensure access to skill development and employment services for all job seekers including access to supportive services and relevant guidance for those with barriers to employment.
- **Actively Engage Veterans and Other Priority and Special Populations:** Local Workforce Development Boards and ARIZONA@WORK Job Centers, working collaboratively with other community or statewide efforts when available, implement effective strategies to engage Veterans and other priority and special populations (as defined in WIOA) in workforce

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development services. The Arizona Roadmap to Veteran Employment, as referenced in the State Plan, is one example of a statewide strategy to engage a priority population.

- **Highly Integrated Service Delivery System:** Local Workforce Development Boards and ARIZONA@WORK Job Centers ensure that service delivery and resources are fully integrated, coordinated between all job center partners, and centered on meeting the needs of job seekers, workers, and business customers. An integrated model of service delivery and resources includes policies that enable partners to share and use captured information across multiple programs; cross-program staffing and customer flow management that optimizes efficiency and enhances customer experiences; and a management information system that effectively shares customer information across programs. Management information can occur through a single management information system that supports multiple programs or include data linkages within existing management information systems to share customer information effectively. Local areas participate in statewide efforts to develop systems that share customer information effectively.
- **Continuous Evaluation and Improvement of Services:** Local Workforce Development Boards and ARIZONA@WORK Job Centers continuously evaluate and improve services and processes to increase job seeker, worker, and business customer access and satisfaction, and achieve performance measures.
- **Use Evidence-based, Best and Promising Practices for Service Delivery:** Local Workforce Development Boards and ARIZONA@WORK Job Centers provide comprehensive business and skill development services using best and promising practices and/or evidence-based practices when available.

CONTACT ENTITY: Inquiries regarding this policy should be directed to the Workforce Arizona Council Manager at Ashley.Wilhelm@oeo.az.gov or 602-771-0482.